



REPLACEMENT SHEET

Centrata IT Services Catalog (Reference Implementation)

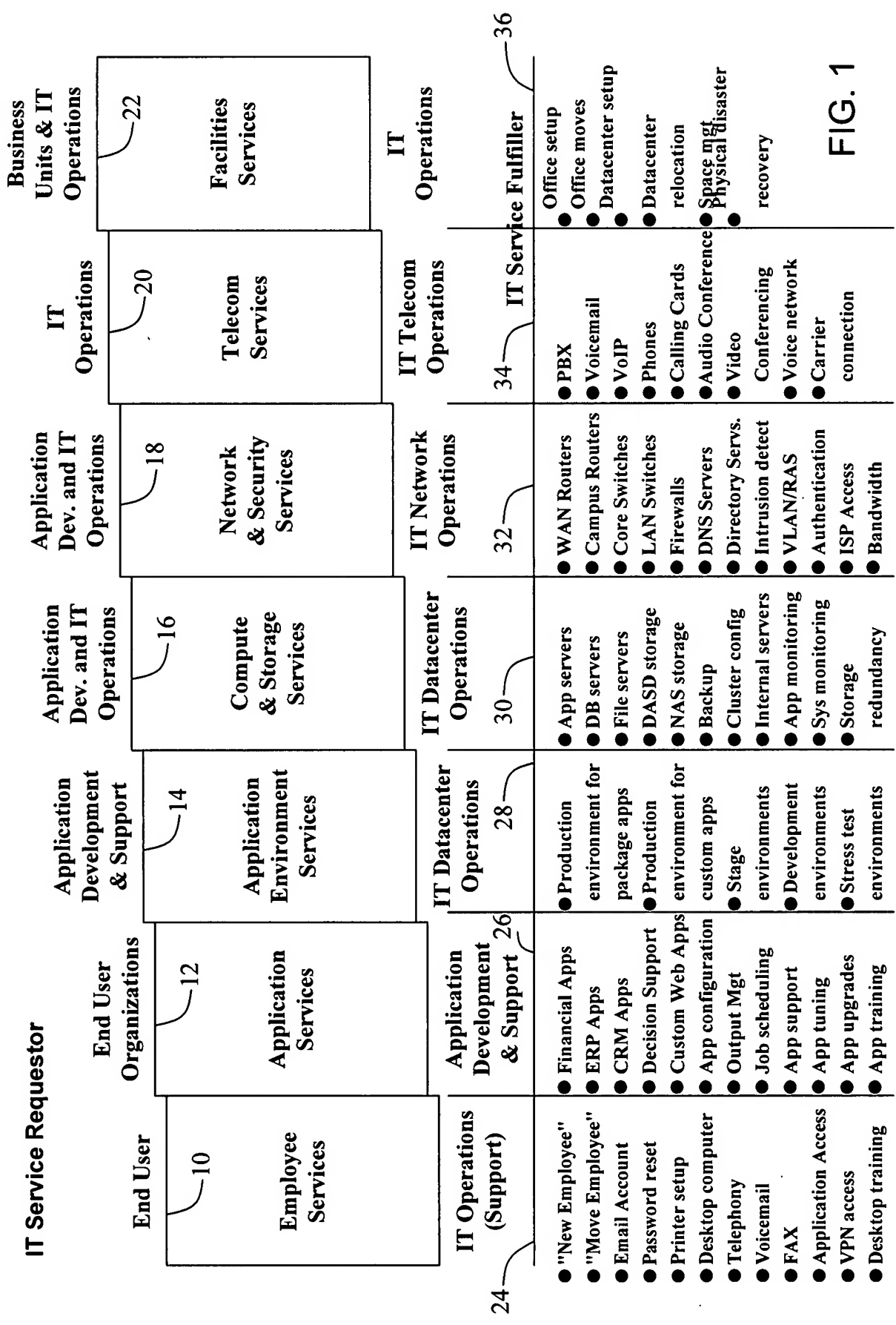
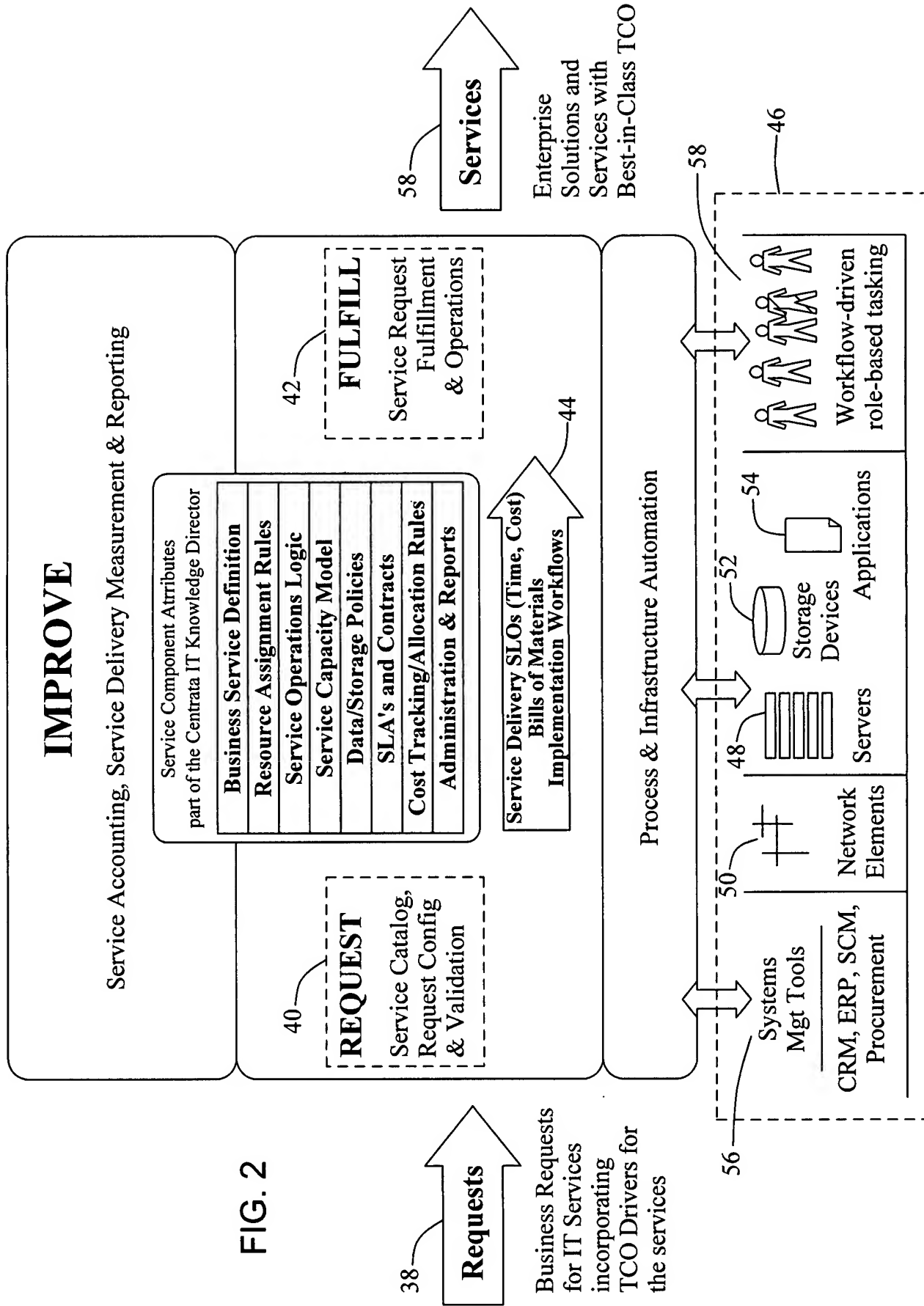


FIG. 1

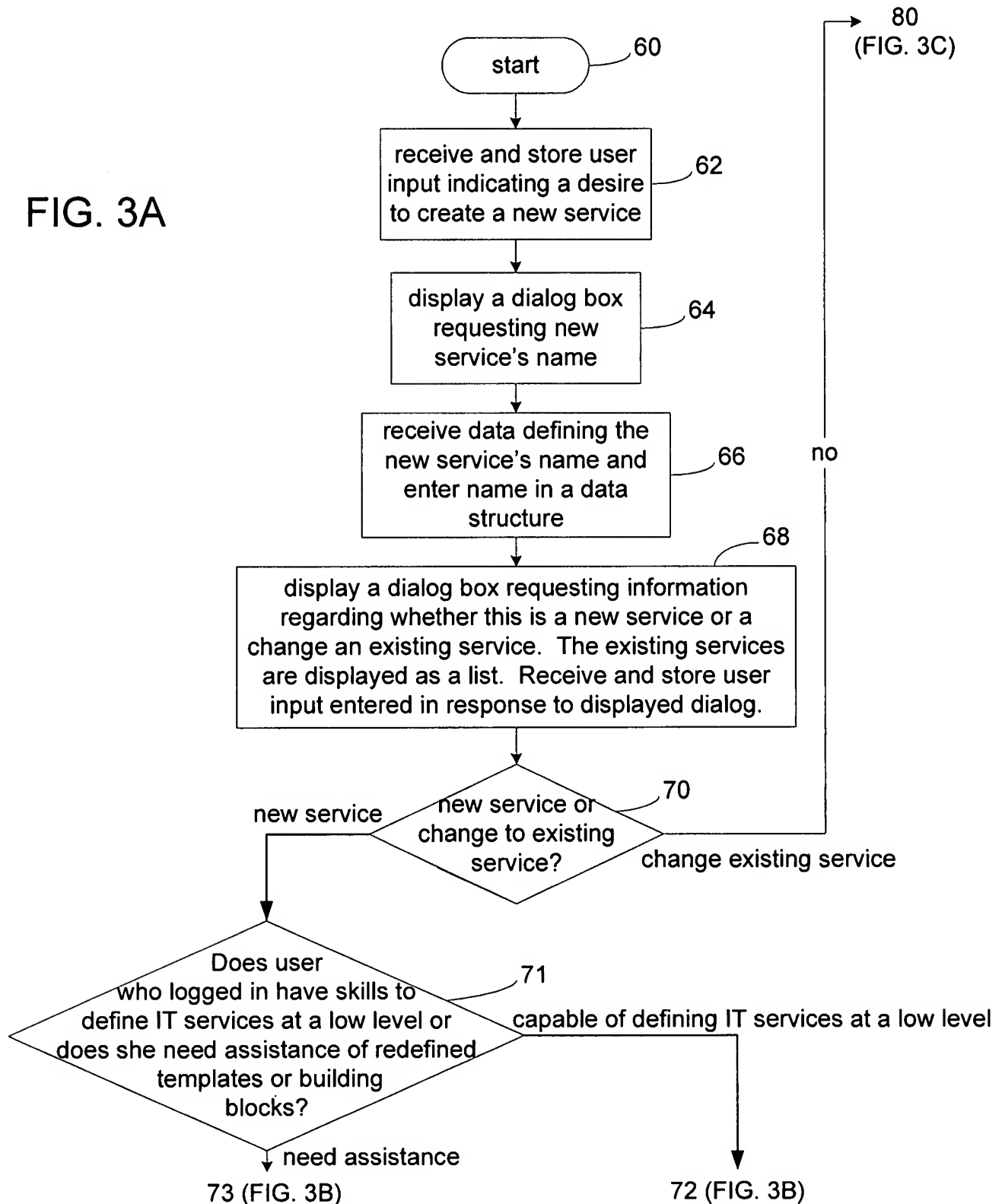
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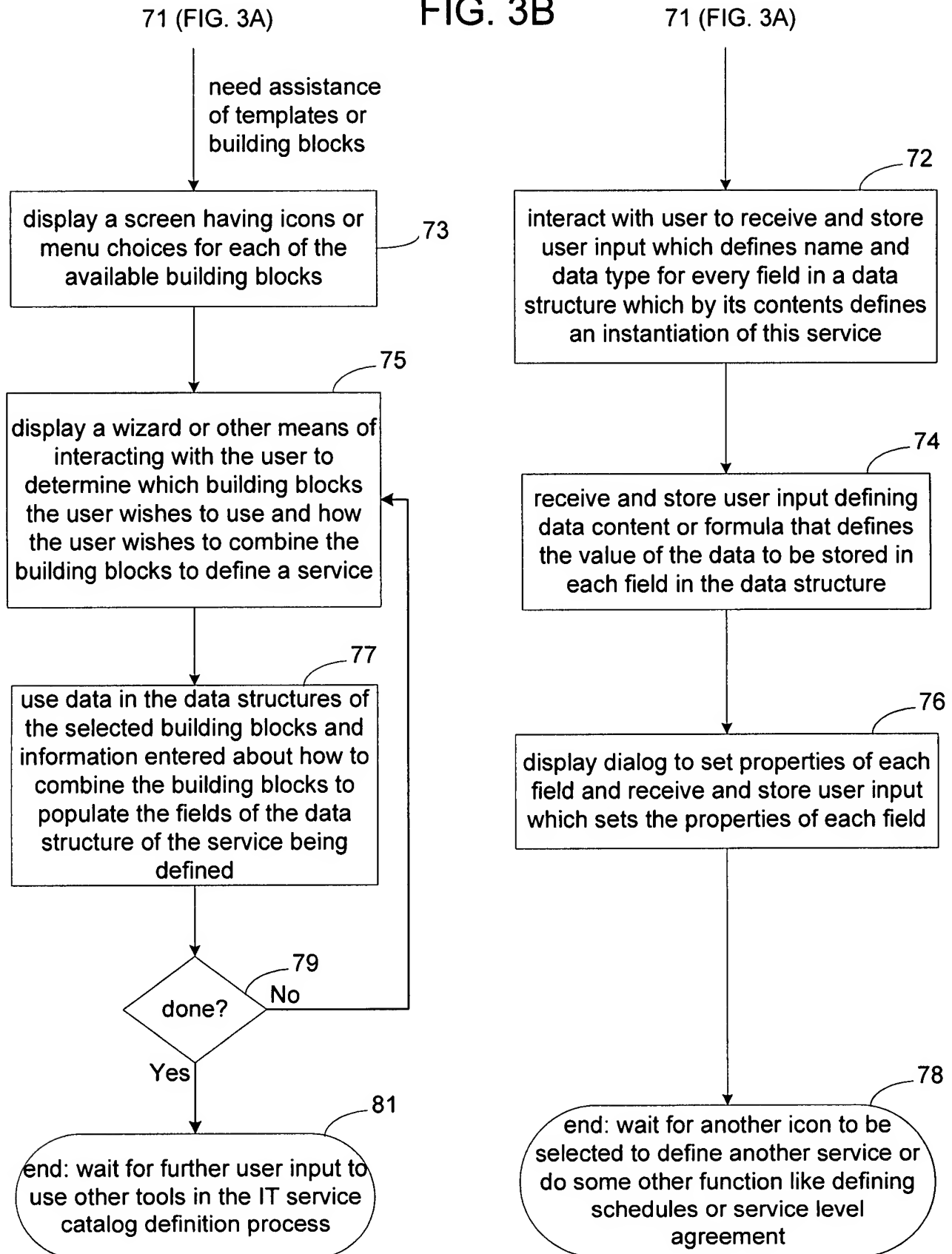
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

FIG. 3A



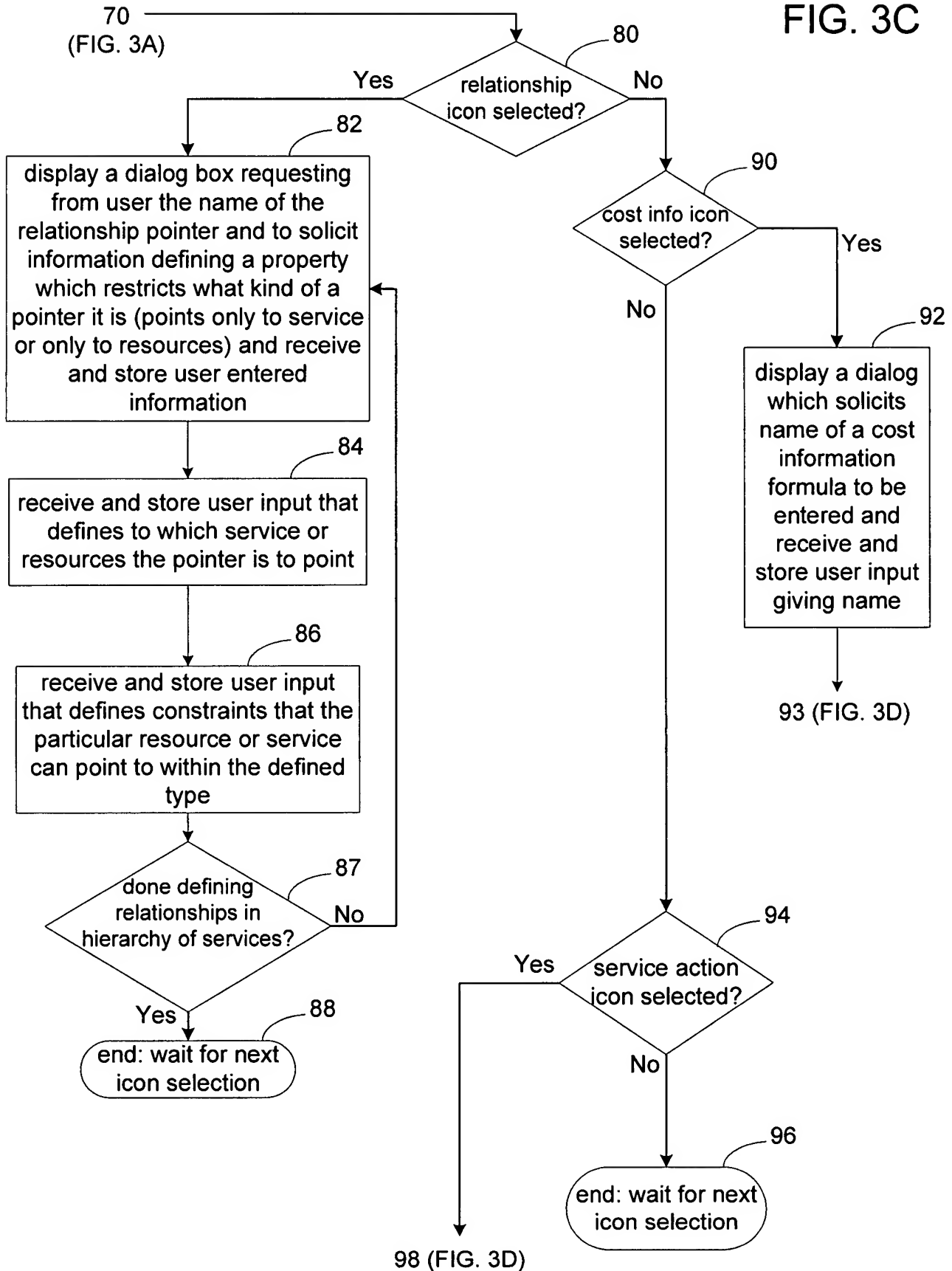
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FIG. 3B



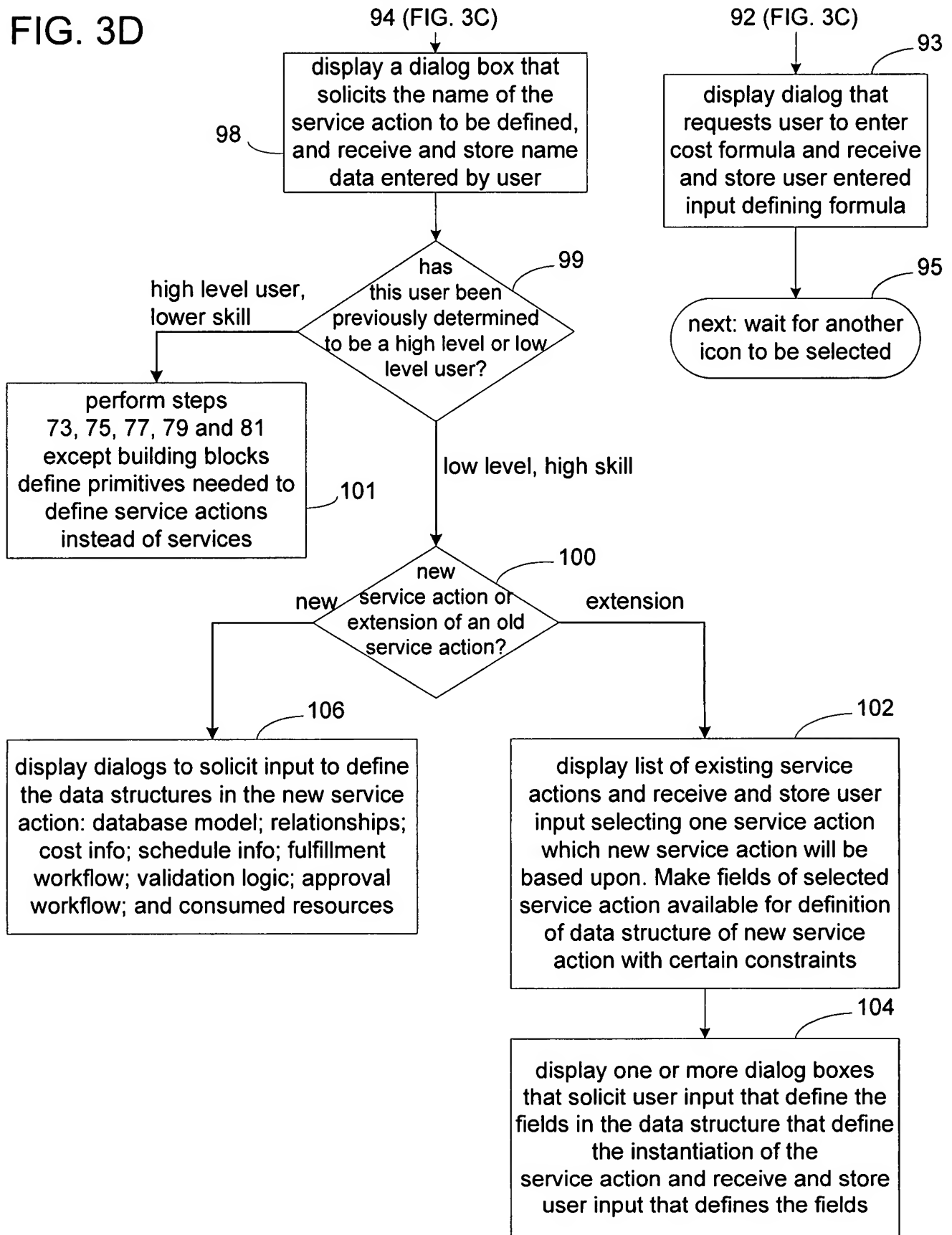
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FIG. 3C



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FIG. 3D



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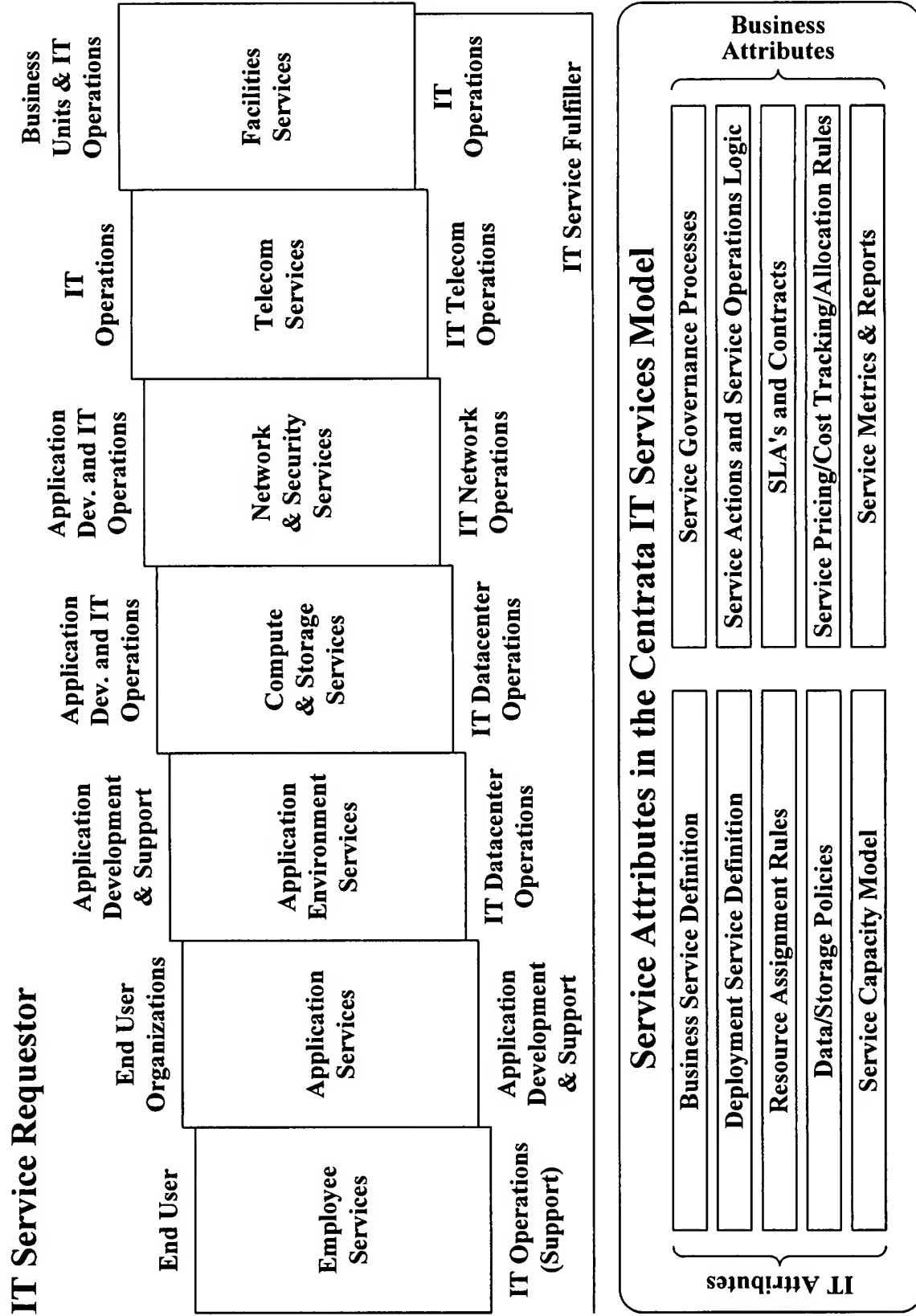


FIG. 4

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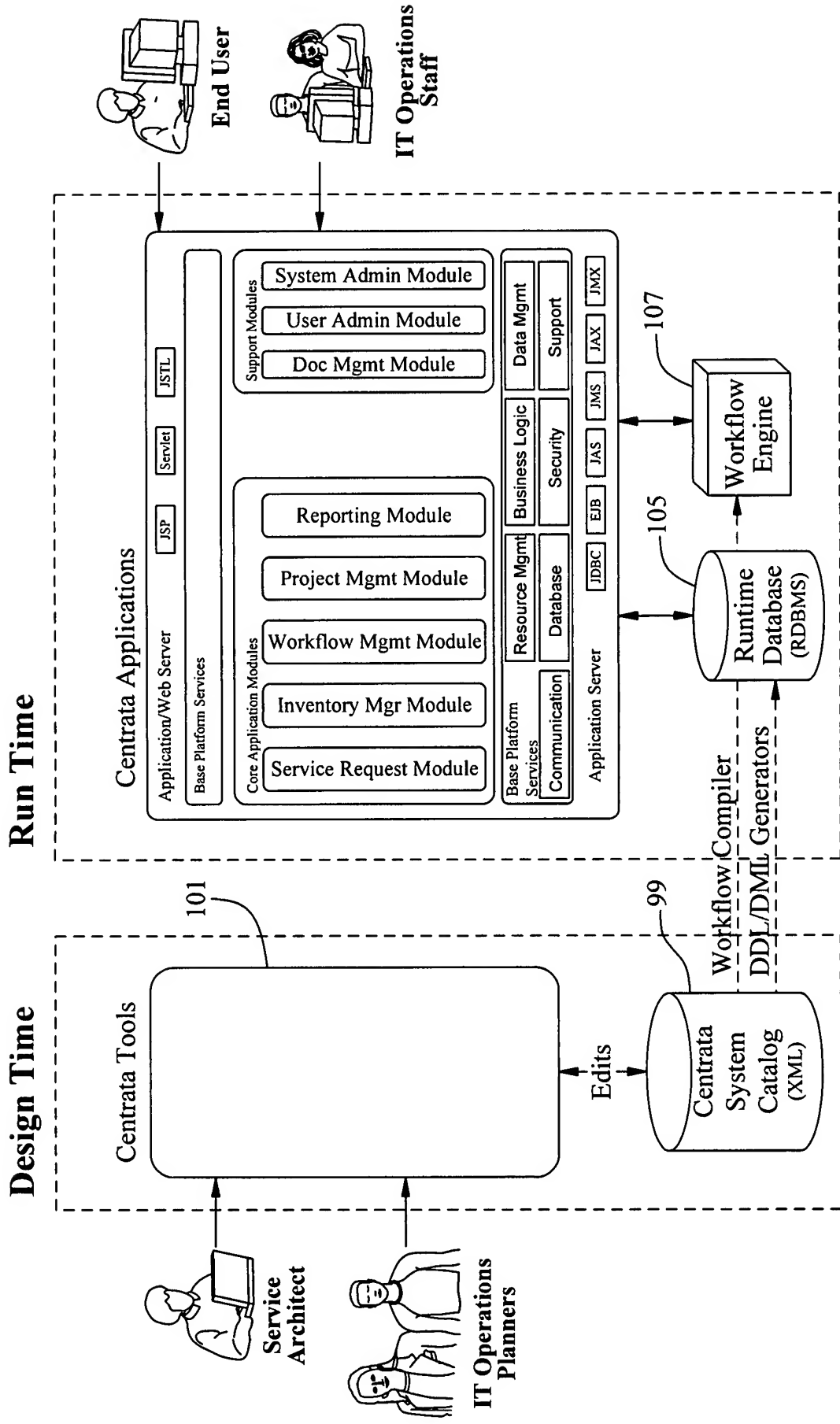
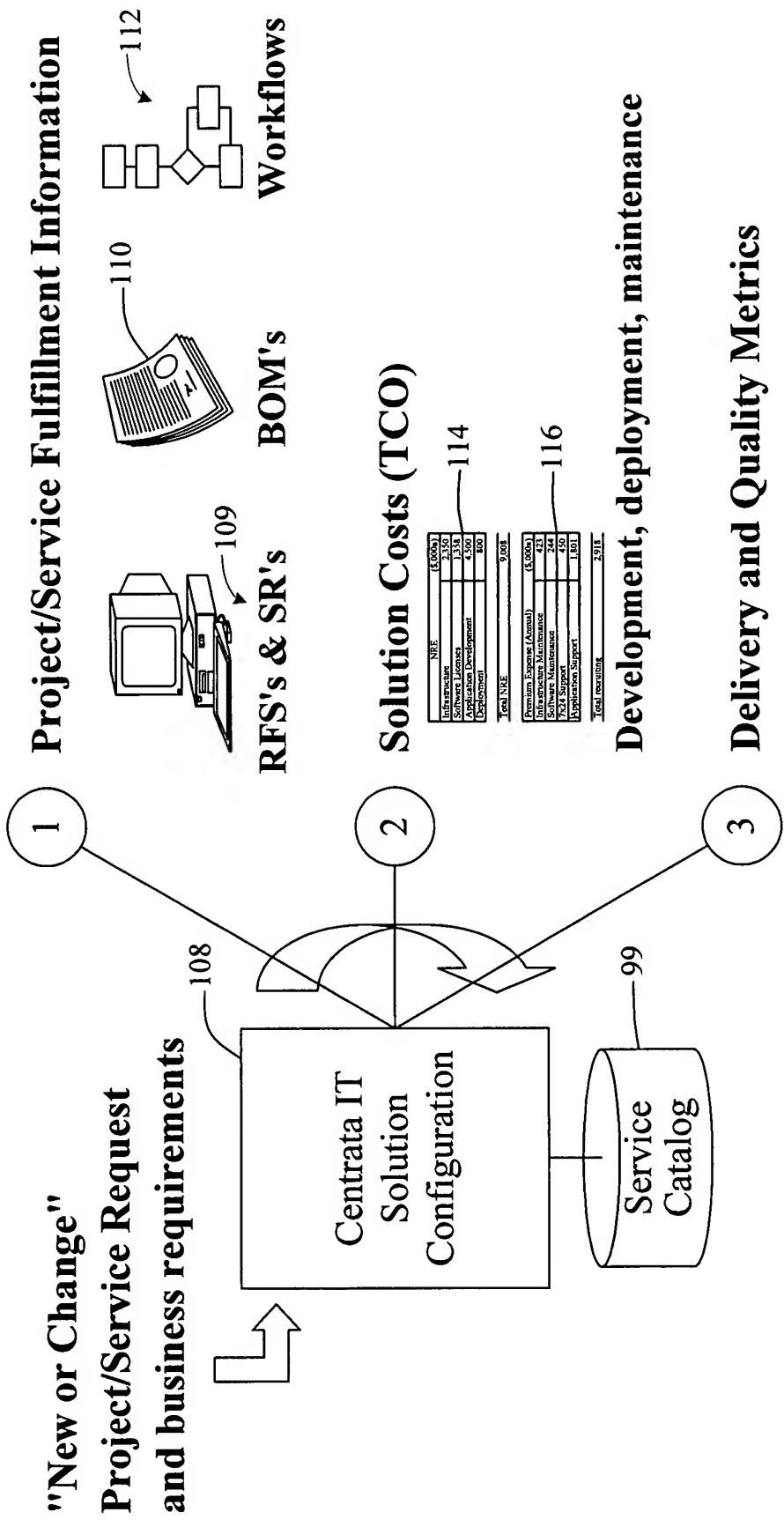
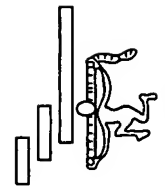


FIG. 5

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Solution request configuration process is iterative
Each output type can be fine-tuned by changing request configuration parameters
Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided



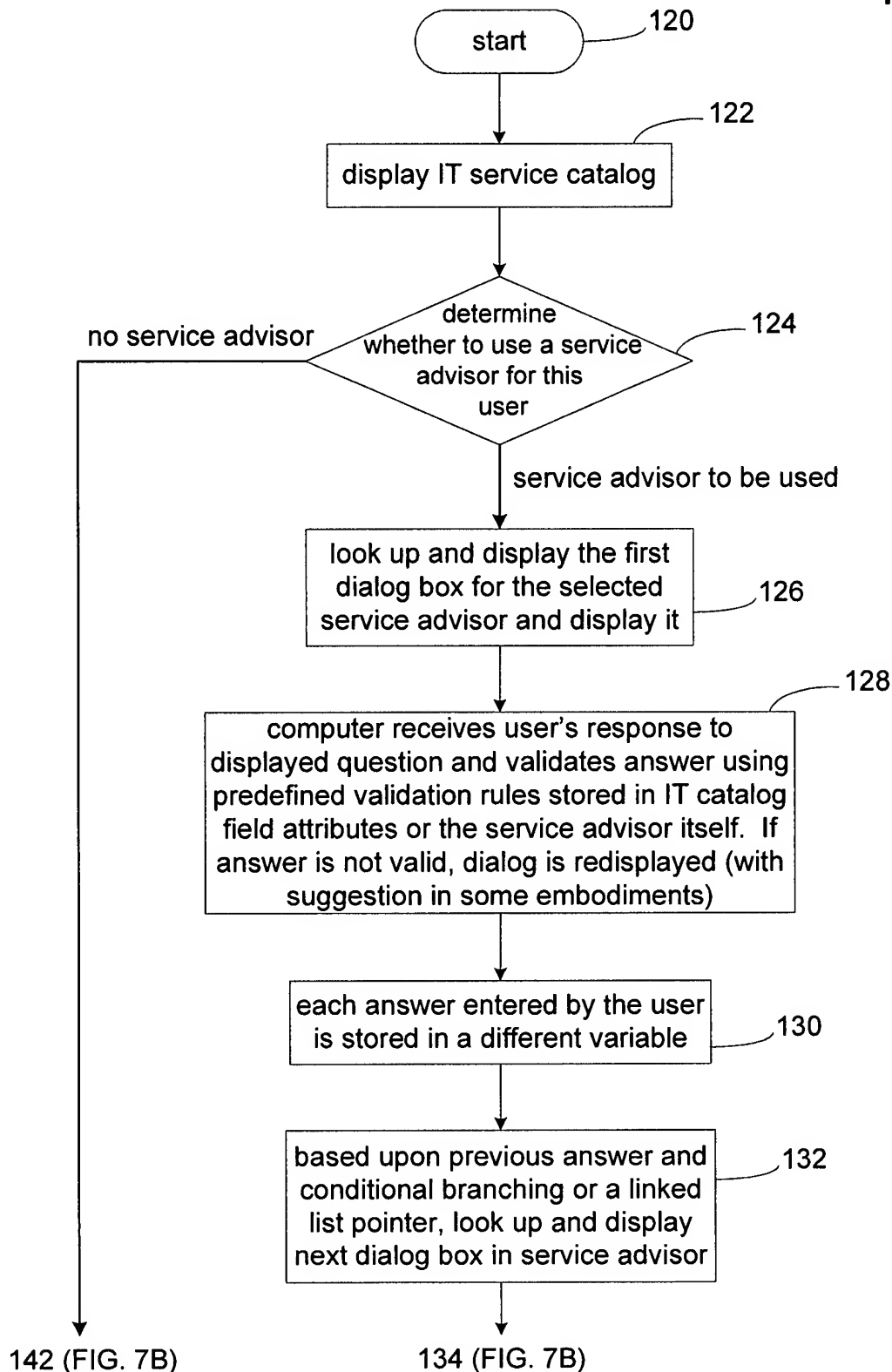
Six Sigma and other project governance and delivery metrics

FIG. 6

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CONFIGURATION PROCESS TO RECEIVE AND VALIDATE
USER REQUESTS FOR IT SERVICES AND CONVERT THEM
TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A

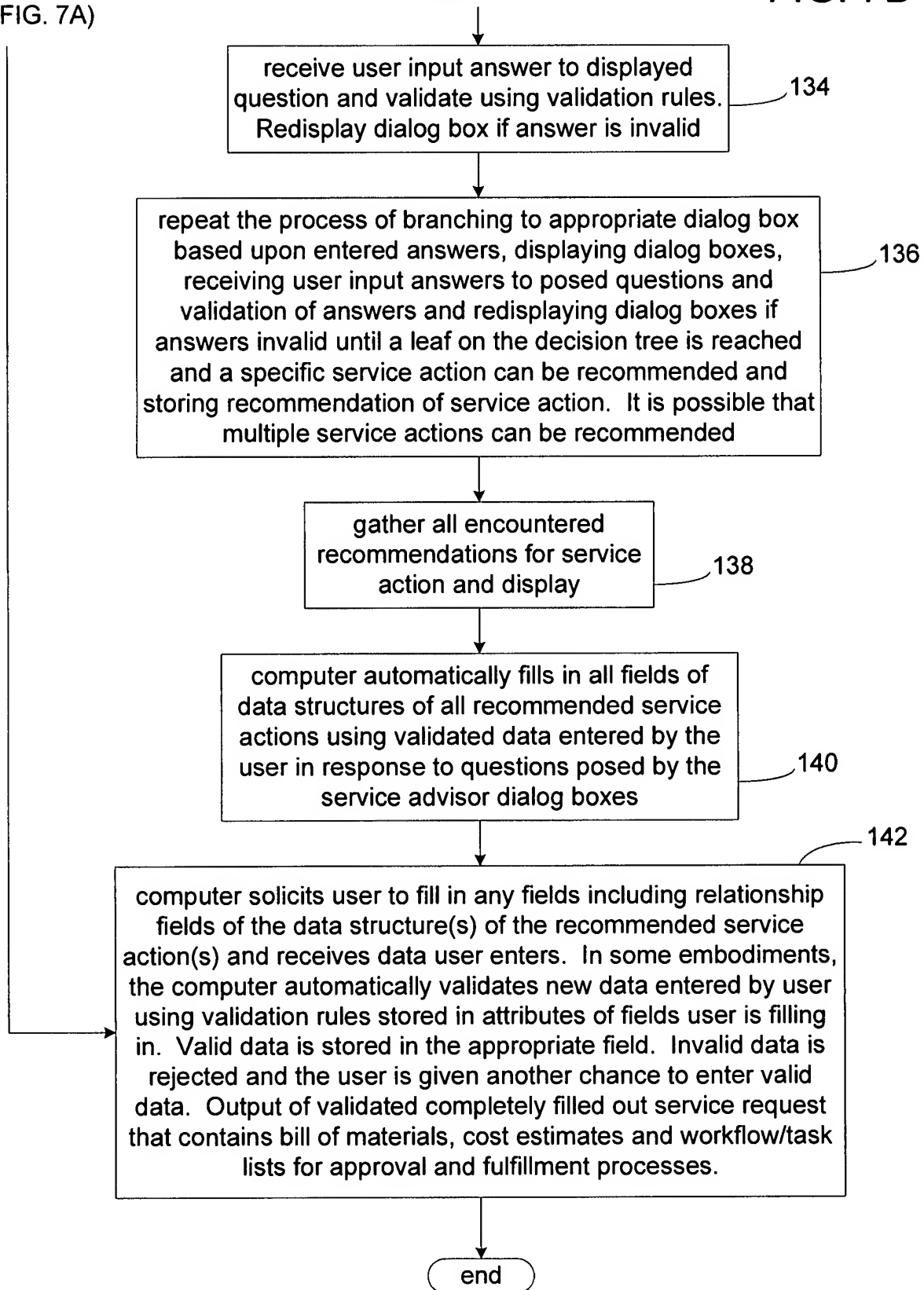


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FIG. 7B

124 (FIG. 7A)

132 (FIG. 7A)



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THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

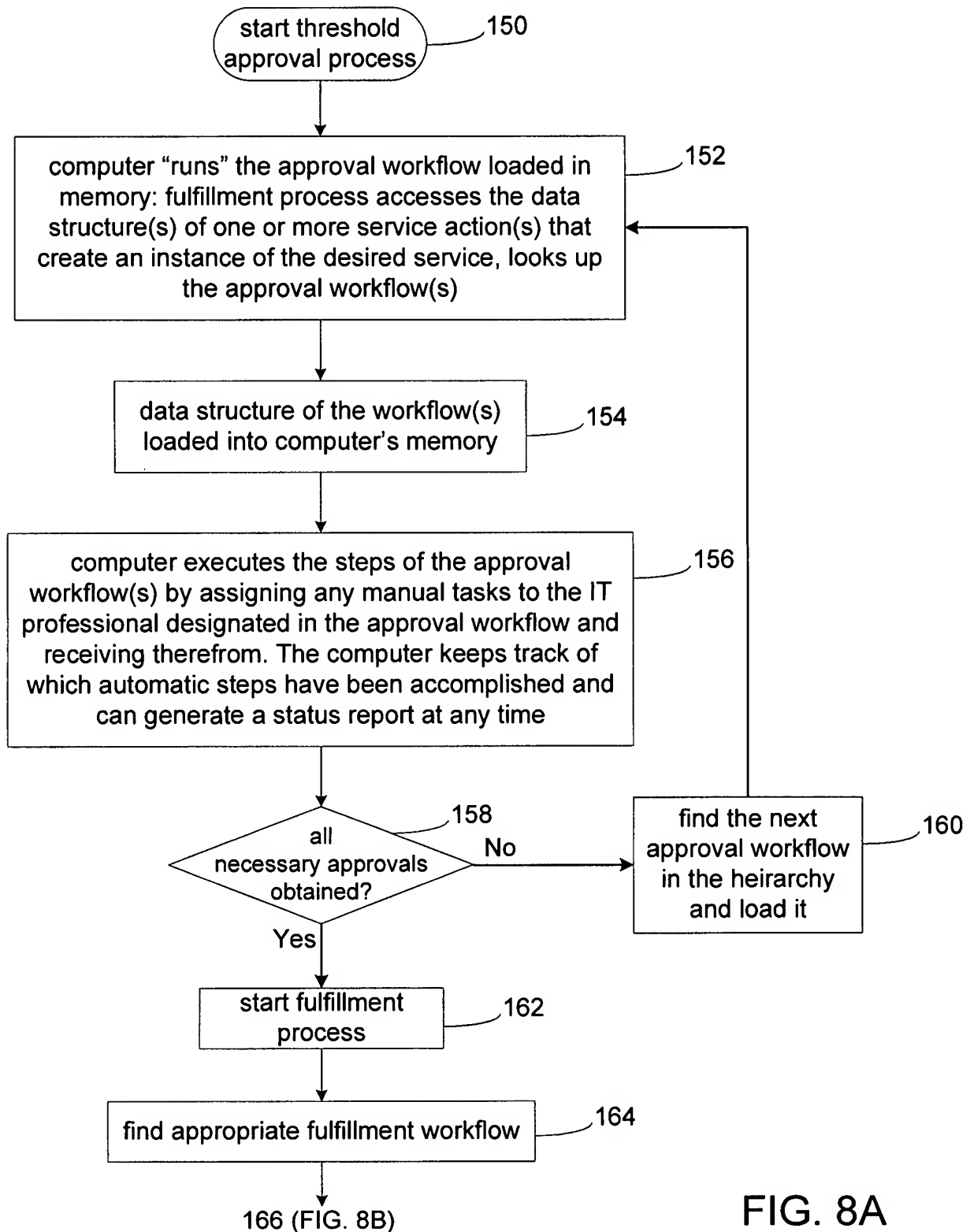


FIG. 8A

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